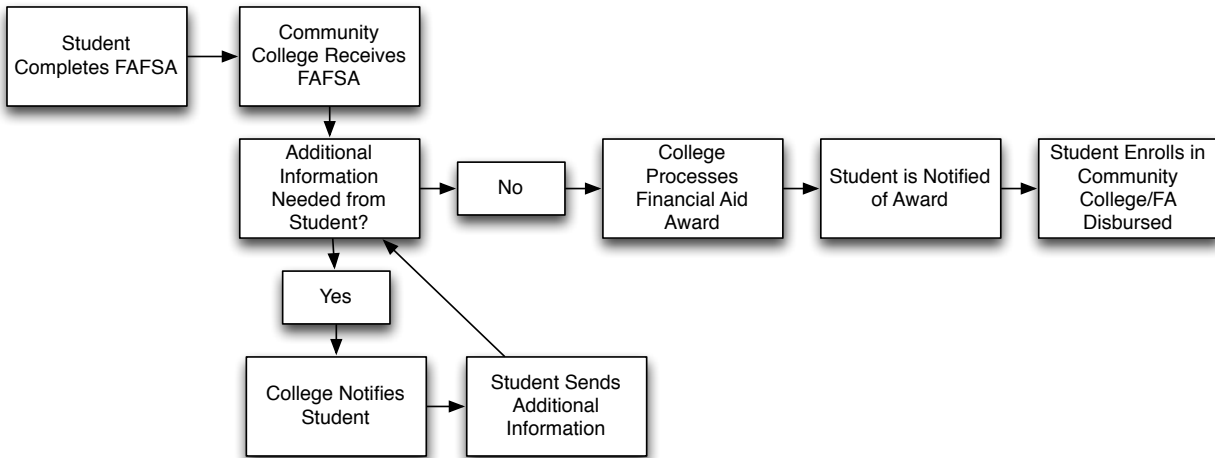


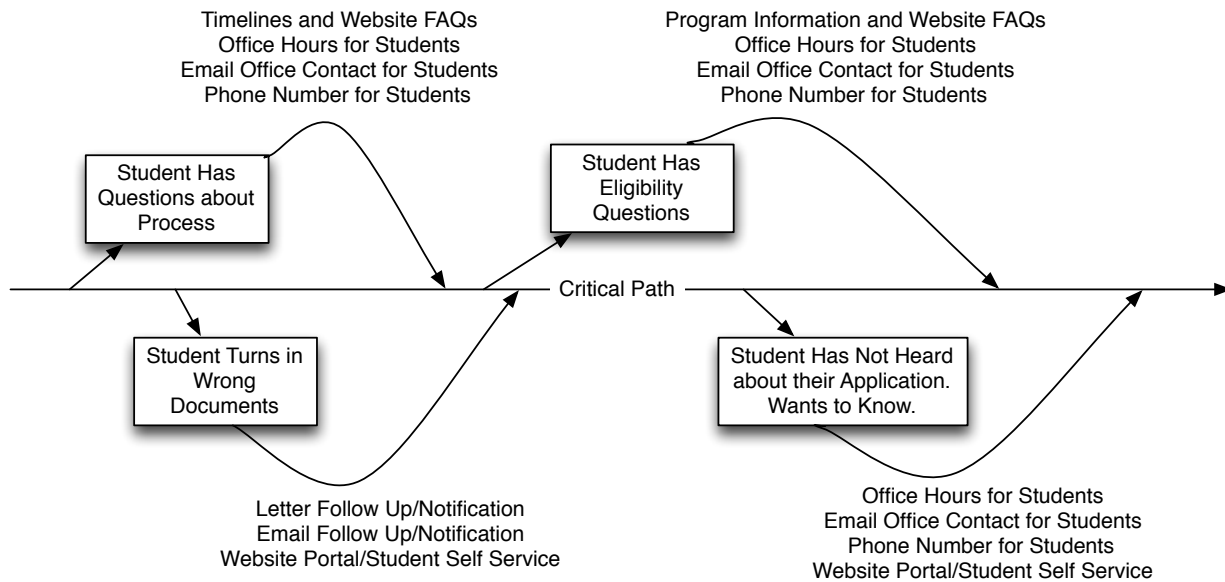
# The Impact of the Institutional Financial Aid Process on Students of Color

Scott Cline, Ed.D.  
 San Francisco State University Second Annual Research Symposium  
 November 3, 2012

## The Financial Aid Critical Path



## The Financial Aid Feedback Loops



# The Impact of the Institutional Financial Aid Process on Students of Color

Scott Cline, Ed.D.  
 San Francisco State University Second Annual Research Symposium  
 November 3, 2012

Institutional Application Failure Rates (Method I and II) by Ethnicity and All Student Groups

	African-American Students		Asian Students		Hispanic Students		White Students		All Student Groups	
	FR1	FR2	FR1	FR2	FR1	FR2	FR1	FR2	FR1	FR2
Financial Aid Students/ Financial Aid Staff FTE	***	+		**	**	***	**	***	**	***
Total Office Hours	*	**				*	*	**		**
Channels of Communication for Students for FA Office	*						*			
Number of FAQs on Financial Aid Website										
Index of Financial Aid Forms Available Online		*	**	***		**	*	***		**
Index of Methods of Student Notification of Verification	*				*				*	
Financial Aid Website has BOG Wavier Information			+				+	+		
Adjusted R Sq.	.11	.15	.20	.14	.15	.23	.17	.25	.15	.22
Standard Error of the Estimate	8.8%	12.7%	6.0%	8.9%	5.8%	8.6%	6.9%	9.9%	6.4%	9.4%
* p < .1. ** p < .05 *** p < .01										

Full Details and Research available at <http://scottcline.org/research/>  
 Contact: [scott@scottcline.org](mailto:scott@scottcline.org)